

	10 Surveys received								
	November, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service				1	1	8		
2	Willingness to help you				1		9		
3	Accuracy					5	8		
4	Knowledge				1	1	8		
5	Courtesy						10		
6	Individualized attention					2	8		
	Front Counter								
7	Our telephones were answered promptly			1		4	4		
8	Our office hours are convenient				3		6		
	Plan Exam								
9	Phone calls were returned in timely manner		1			1	5	2	
10	Our forms are understandable			1		1	5	2	
11	Our correspondence is understandable					2	5	2	
	Inspection								
12	Our Inspectors are accessible				1	1	8		
13	Our inspection hours are convenient					3	7		
	TOTALS	0	1	2	7	21	91	6	128
	Percentage	0%	1%	2%	5%	16%	71%	5%	

Department of Building Inspections

Customer Survey Comments

WHAT DID WE DO WELL?

This department was excellent and cooperative as well as knowledgeable. I appreciate it – Mr. Dephillipo (Phillippo) is excellent.

The inspector Brian was very cordial.

Everything went O-K.

Yes.

Treated me as a person who needed their help.

WHAT CAN WE DO BETTER?

There were no negative comments noted for this month.